

**Stephanie Rawlings-Blake**  
*Mayor*



Room 250  
City Hall  
Baltimore, MD 21202

February 19, 2016

**TO:** The Honorable Stephanie Rawlings-Blake, Mayor  
Kaliopé Parthemos, Chief of Staff  
Khalil Zaied, Deputy Mayor of Operations  
Sameer Sidh, Director of CitiStat

**FROM:** CitiStat Team

**SUBJECT:** DPW- Bureau of Solid Waste, Executive Briefing



- **Making Progress**

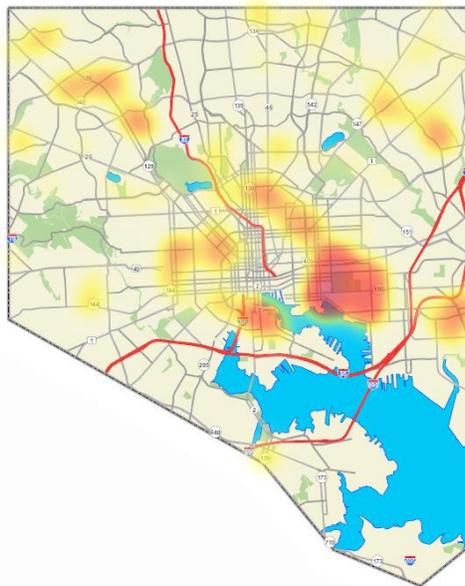
- **Municipal Can Program.** The Bureau of Solid Waste has made its initial order of 5,000 35 gallon cans (50% of expected need) and 127,326 65 gallon cans (80% of expected need). The Municipal Can website is up and running. Delivery to the Bureau's holding site began on Monday, January 15th with a total of 6,700 cans delivered as of February 16th. The residential can delivery is expected to start on February 29th and run through July 2016. The Bureau's plan is to start from the Mondawmin pilot area and expand out, however the expansion can be adjusted based on information provided by the Mayor's Office of Neighborhoods. The vendor is responsible for providing a map and updates regarding the delivery of the residential cans on the Bureau of Solid Waste's website.



- **Needs Improvement**

- **Missed Recycling.** There have been 122 missed recycling complaints during the CitiStat period of January 9<sup>th</sup> through the 22<sup>nd</sup>. Of the 122 missed recycling complaints 47 were due to crew error, 25 were delayed routes, and 15 were due to citizen error. Below is a heat map of the 122 complaints.

It is the goal of the Bureau of Solid Waste to decrease the number of crew errors. The Bureau noted that turnover issues had inserted new drivers into parts of Southeast Baltimore, and that route delays were triggered by new personnel operating in unfamiliar territory. The Bureau believes that issues have been resolved moving forward. CitiStat will continue to monitor missed recycling complaints in the Southeast at subsequent meetings.



- **Recycling Rate.** The State of Maryland has enacted the Maryland Recycling Act (MRA), which requires Baltimore City to achieve a recycling rate of 35%. Baltimore City's current MRA recycling rate is 25.4%. The graph below shows the MRA recycling percentage for Baltimore City from 2003 to 2015. Some of the decrease is due to the State no longer capturing ash in the MRA percentage. The Bureau is conducting outreach in order to get more private businesses to report what they recycle and educating residents on how to recycle.

